

WHAT IS CLAIMED IS:

1. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, a communication request;
determining, by the mediation system, a context associated with the communication
request in response to receiving the communication request; and
preparing, by the mediation system, contextual decision information in response to
determining the context.
2. The method of claim 1 wherein:
receiving the communication request includes receiving an inbound communication
request; and
preparing said contextual decision information includes preparing a plurality of follow-
through actions and preparing a communication summary including a plurality of
context components.
3. The method of claim 2, further comprising:
transmitting the plurality of follow-through actions and the communication summary
from the mediation system for reception by a mediation subscriber
communication device;
receiving, by the mediation system from the mediation subscriber communication device,
a selected one of the follow-through actions; and
facilitating a mediated follow-through operation based at least partially on the selected
one of the follow-through actions.

4. The method of claim 3, wherein facilitating the mediated follow-through operation includes:
determining a mediation subscriber behavior relating to the communication request; and
performing the mediated follow-through operation based at least partially on the
mediation subscriber behavior.
5. The method of claim 3, further comprising:
updating a data set in a mediation subscriber profile in response to receiving a follow-through action.
6. The method of claim 5 wherein updating the data set includes updating a policy data set.
7. The method of claim 5 wherein updating the data set includes updating an action history data set.
8. The method of claim 5 wherein updating the data set includes updating a communication history data set.
9. The method of claim 5 wherein updating the data set includes updating an availability history data set.
10. The method of claim 5 wherein updating the data set includes updating a mediation activity data set.

11. The method of claim 5 wherein updating the data set includes archiving information associated with the communication request, archiving an availability status associated with the communication request and archiving a selected follow-through action associated with the inbound communication.

5 12. The method of claim 1 wherein:
receiving the communication request includes receiving an outbound communication request from the mediation system; and
preparing said contextual decision information includes preparing a plurality of follow-through actions.

10 13. The method of claim 12, further comprising:
transmitting the plurality of follow-through actions for reception by a mediation subscriber communication device;
receiving, by the mediation system from the mediation subscriber communication device, a selected one of the follow-through actions; and
15 facilitating a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

14. The method of claim 1 wherein determining the context includes analyzing a data set associated with a mediation subscriber profile.

20 15. The method of claim 14 wherein analyzing the data set includes analyzing a policy data set.

16. The method of claim 14 wherein analyzing the data set includes analyzing an action history data set.

17. The method of claim 14 wherein analyzing the data set includes analyzing a communication history data set.
18. The method of claim 14 wherein analyzing the data set includes analyzing an availability history data set.
- 5 19. The method of claim 14 wherein analyzing the data set includes analyzing a mediation activity data set.
20. The method of claim 1 wherein determining the context includes determining a present availability status.
21. The method of claim 20 wherein determining the present availability status includes
10 determining the present availability status of a mediation subscriber.
22. The method of claim 20 wherein determining the present availability status includes determining the present availability status of a mediated party.
23. The method of claim 1, further comprising:
determining a system-imposed follow-through action; and
15 facilitating a mediated follow-through operation based at least partially on the system-imposed follow-through action.
24. The method of claim 23 wherein determining the system-imposed follow-through action includes determining a default follow-through action designated in a mediation subscriber profile.

25. The method of claim 24 wherein determining a default follow-through action includes determining a voice mailbox address.

26. The method of claim 23 wherein determining the system-imposed follow-through action includes determining a behavior-specific follow-through action.

5 27. The method of claim 26 wherein determining a behavior-specific follow-through action includes determining a voice mailbox address.

28. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing a policy data set.

10 29. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing an action history data set.

30. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing a communication history data set.

31. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing an availability history data set.

15 32. The method of claim 27 wherein determining the behavior-specific follow-through action includes analyzing a mediation activity data set.

33. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, an inbound communication request;
determining, by the mediation system, a context associated with the communication
request in response to receiving the inbound communication request;
5 preparing, by the mediation system, contextual decision information in response to
determining the context, wherein preparing said contextual decision information
includes preparing a plurality of follow-through actions and preparing a
communication summary including a plurality of context components;
transmitting the plurality of follow-through actions and the communication summary
10 from the mediation system for reception by a mediation subscriber
communication device;
receiving, by the mediation system from the mediation subscriber communication device,
a selected one of the follow-through actions; and
facilitating a mediated follow-through operation based at least partially on the selected
15 one of the follow-through actions.
34. The method of claim 33, wherein facilitating the mediated follow-through operation
includes:
determining a mediation subscriber behavior relating to the communication request; and
performing the mediated follow-through operation based at least partially on the
20 mediation subscriber behavior.
35. The method of claim 33, further comprising:
updating a data set in a mediation subscriber profile in response to receiving a follow-
through action.

36. The method of claim 35 wherein updating the data set includes updating a data set selected from a group of data sets consisting of an action history data set, a communication history data set, an availability history data set, a mediation activity data set.

5 37. The method of claim 35 wherein updating the plurality of data sets includes archiving information associated with the communication request, archiving an availability status associated with the communication request and archiving a selected follow-through action associated with the inbound communication.

10 38. The method of claim 33 wherein determining the context includes determining a present availability status.

39. The method of claim 38 wherein determining the present availability status includes determining the present availability status of a mediation subscriber.

40. The method of claim 38 wherein determining the present availability status includes determining the present availability status of a mediated party.

41. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, an outbound communication request;
determining, by the mediation system, a context associated with the communication
request in response to receiving the communication request;
5 preparing, by the mediation system, contextual decision information in response to
determining the context, wherein preparing said contextual decision information
includes preparing a plurality of follow-through actions;
transmitting the plurality of follow-through actions for reception by a mediation
subscriber communication device;
10 receiving, by the mediation system from the mediation subscriber communication device,
a selected one of the follow-through actions; and
facilitating a mediated follow-through operation based at least partially on the selected
one of the follow-through actions.
42. The method of claim 41 wherein determining the context includes analyzing a data set
15 associated with a mediation subscriber profile.
43. The method of claim 41 wherein determining the context includes determining a present
availability status.
44. The method of claim 44 wherein determining the present availability status includes
determining the present availability status of a mediation subscriber.
- 20 45. The method of claim 44 wherein determining the present availability status includes
determining the present availability status of a mediated party.

46. A method for facilitating mediated virtual communication, comprising:
receiving, by a mediation system, a communication request;
determining, by the mediation system, a context associated with the communication
request in response to receiving the communication request, wherein determining
the context includes analyzing a data set associated with a mediation subscriber
profile and determining a present availability status; and
preparing, by the mediation system, contextual decision information in response to
determining the context.
47. The method of claim 46, further comprising:
determining a system-imposed follow-through action; and
facilitating a mediated follow-through operation based at least partially on the system-
imposed follow-through action.

48. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
5 the computer program capable of enabling the data processor to:
receive a communication request;
determine a context associated with the communication request in response to
receiving the communication request; and
prepare contextual decision information in response to determining the context.

10 49. The computer program product of claim 48 wherein the computer program is further
capable of enabling the data processor to:
receive the communication request includes enabling the data processor to receive an
inbound communication request; and
preparing said contextual decision information includes enabling the data processor to
15 prepare a plurality of follow-through actions and to prepare a communication
summary including a plurality of context components.

50. The computer program product of claim 49 wherein the computer program is further
capable of enabling the data processor to:
transmit the plurality of follow-through actions and the communication summary from
20 the data processor for reception by a mediation subscriber communication device;
receive, by the data processor from the mediation subscriber communication device, a
selected one of the follow-through actions; and
facilitate a mediated follow-through operation based at least partially on the selected one
of the follow-through actions.

51. The computer program product of claim 50 enabling the data processor to facilitate the mediated follow-through operation includes enabling the data processor to:
determine a mediation subscriber behavior relating to the communication request; and
perform the mediated follow-through operation based at least partially on the mediation
subscriber behavior.

52. The computer program product of claim 50 wherein the computer program is further capable of enabling the data processor to:
update a data set in a mediation subscriber profile in response to receiving a follow-through action.

53. The computer program product of claim 52 wherein enabling the data processor to update the data set includes enabling the data processor to update a data set selected from a group of data sets consisting of a policy data set, an action history data set, a communication history data set, an availability history data set and a mediation activity data set.

54. The computer program product of claim 52 wherein enabling the data processor to update the data set includes enabling the data processor to archive information associated with the communication request, archive an availability status associated with the communication request and archive a selected follow-through action associated with the inbound communication.

55. The computer program product of claim 48 wherein the computer program is further capable of enabling the data processor to:
receive a communication request includes enabling the data processor to receive an outbound communication request; and
prepare said contextual decision information includes enabling the data processor to prepare a plurality of follow-through actions.

56. The computer program product of claim 55 wherein the computer program is further capable of enabling the data processor to:

transmit the plurality of follow-through actions for reception by a mediation subscriber communication device;

5 receive, by the data processor from the mediation subscriber communication device, a selected one of the follow-through actions; and

facilitate a mediated follow-through operation based at least partially on the selected one of the follow-through actions.

57. The computer program product of claim 48 wherein enabling the data processor to

10 determine the context includes enabling the data processor to analyze a data set associated with a mediation subscriber profile.

58. The computer program product of claim 57 wherein enabling the data processor to

analyze the data set includes enabling the data processor to analyze a data set selected from the group of data sets consisting of a policy data set, an action history data set, a

15 communication history data set, an availability history data set and a mediation activity data set.

59. The computer program product of claim 48 wherein enabling the data processor to

determine the context includes enabling the data processor to determine a present availability status.

20 60. The computer program product of claim 59 wherein enabling the data processor to

determine the present availability status includes enabling the data processor to determine the present availability status of a mediation subscriber.

61. The computer program product of claim 59 wherein enabling the data processor to determine the present availability status includes enabling the mediation to determine the present availability status of a mediated party.

5 62. The computer program product of claim 48 wherein the computer program is further capable of enabling the data processor to:
determine a system-imposed follow-through action; and
facilitate a mediated follow-through operation based at least partially on the system-imposed follow-through action.

10 63. The computer program product of claim 62 wherein enabling the data processor to determine the system-imposed follow-through action includes enabling the data processor to determine a default follow-through action designated in a mediation subscriber profile.

64. The computer program product of claim 63 wherein enabling the data processor to determine a default follow-through action includes enabling the data processor to determine a voice mailbox address.

15 65. The computer program product of claim 62 wherein enabling the data processor to determine the system-imposed follow-through action includes enabling the data processor to determine a behavior-specific follow-through action.

20 66. The computer program product of claim 65 wherein enabling the data processor to determine a behavior-specific follow-through action includes enabling the data processor to determine a voice mailbox address.

67. The computer program product of claim 65 wherein enabling the data processor to determine the behavior-specific follow-through action includes enabling the data processor to analyze a data set selected from a group of data sets consisting of a policy data set, an action history data set, a communication history data set, an availability history data set and a mediation activity data set.

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68. A computer program product, comprising:
a computer program processable by a data processor to implement a mediation system;
and
an apparatus from which the computer program is accessible by the data processor;
5 the computer program capable of enabling the data processor to:
receive a communication request;
determine a context associated with the communication request in response to
receiving the inbound communication request;
prepare contextual decision information in response to determining the context,
10 wherein preparing said contextual decision information includes preparing
a plurality of follow-through actions and preparing a communication
summary including a plurality of context components;
transmit the plurality of follow-through actions and the communication summary
from the data processor for reception by a mediation subscriber
15 communication device;
receive, by the data processor from the mediation subscriber communication
device, a selected one of the follow-through actions; and
facilitate a mediated follow-through operation based at least partially on the
selected one of the follow-through actions.

69. A system for facilitating mediated virtual communication, comprising:
a system to connect to a data packet network and to a voice network, the system to:
receive a communication request;
determine a context associated with the communication request in response to
5 receive the communication request; and
preparing contextual decision information in response to determining the context.

70. The system of claim 68 wherein:
the mediation system includes a data packet client and a computer-telephone interface
client; the data packet network includes a data packet server;
10 the voice network includes a computer-telephone interface client sever and an interactive
voice response system connected to the computer-telephone interface; and
the mediation system is to:
facilitate data packet-based communication with a mediation subscriber for preparing said
contextual decision information;
15 facilitate voice-based communication with a mediated party for transmitting a follow-
through action associated with said contextual decision information to the
mediated party.